DATE: April 18, 2016
TO: MTC Taxpayer Outreach Project Team
FROM: Elizabeth Harchenko
SUBJECT: ROUGH DRAFT – taxpayer outreach process building blocks

Here is my first run at describing some of the building blocks for a taxpayer outreach process. It is based primarily on your discussion on Friday. I have included some pieces that came from the responses we have so far to our surveys. This is really "raw dough" so please look it over and build on it!

One message from the practitioners – MTC will need to build credibility that the states genuinely want to identify and address problems where they can.

Building Blocks

GENERAL PROCESS
Contact Network – COST; TEI; ABA; AICPA; top 10 accounting firms; state chambers of commerce; state bar tax groups; state accounting societies; specialized distribution lists that interested parties can sign up for. NGA, FTA, states for issues that seem to be coming up from taxpayers or taxpayer organizations.

Contact Process – Highly visible "button" on MTC web site; regularly scheduled "push" to organizations and distribution lists seeking input on issues of concern; regular inquiry of other government organizations. Allow anonymous submission if possible. If not, encourage feedback through a representative organization.

Frequency of Contact – [annual, semi-annual?]

Topics – look for issues that are not too contentious, perhaps making administrative practices more consistent or addressing compliance issues rather than legislative issues. Monitor conference agendas; published materials for possible topics. Create discussion forum on MTC website on selected topics.

AUDIT PROCESS
Post-Audit survey for any taxpayer for which a multistate joint audit is completed by MTC

MTC COMMITTEE PROCESS
Regular agenda item for MTC committees – including Executive Committee on a regular periodic basis

Resolution – report regularly on issues that are in process and how to participate, as well as ultimate disposition. Address issues promptly, describe the nature of the resolution process that will be used.